CNO N6 “Business Rules” REPS Meeting

LCDR Paul Mulé

Friday, 20 July 2001

OPNAV HQWeb Where is CNO N6 Headed?

Brief to Division Directors

LCDR Paul Mulé

CNO N6 HQWeb Deployment Coordinator

20 July “Reps” Meeting

- Intro and Demo of HQWeb
- Inputs
- Business Rules
- Products
  - DivDir Brief, PC Checklist, Rules Ack Form, Metrics
- Discussion
- Conclusions

20 JULY “Reps” Meeting

- Goal: N6 Division Reps leave this meeting with enough understanding of HQWeb and the Proposed Business Rules so they can:
  - Brief their DivDir and Divisions
  - Flag contentious issues back to LCDR Mulé
- LCDR Mulé leave this meeting with understanding of issues so he can tailor the DivDir Brief and Subsequent Training to cover only the IMPORTANT ISSUEs

20 July “Reps” Meeting

- Timeline
  - 20 July Reps Meeting
  - 20-27 July: Reps brief DivDir and B, provide feedback to LCDR Mulé on anything flagged by DivDir
  - Wk of 30 Jul: LCDR Mulé brief DivDirs for after a DDM to get go-ahead to execute rules/training/metrics
  - August: LCDR Mulé set up six training sessions in order to give training to ALL N6 personnel on HQWeb and OUTLOOK Business Rules
  - September: Migration of content from Shared Drives to HQWeb, increasing use of Taskers, Cross-directorate use of taskers
  - October: NMCI, Task Force WEB Portal

Rules on Debate

- Potentially emotional…..web-enabling potentially impact all aspects of our jobs/routines
- There are no ‘right/wrong’…entering new territory.
- Don’t want to diverge off-topic
  - Focus is on “Rules, processes, ‘work-arounds’, training to implement in CNO N6 today”
  - Focus is NOT: NMCI issues, reorganization issues, software changes needed to HQWeb, CAC, PKI, and what in general is wrong with the Navy

Entering Arguments

- What the Web provides
  - Visibility (maximize info available to all the players)
  - Searchability, usability, people being able to connect
  - Access anywhere w/Internet, backed up server farms
- Things to be avoided:
  - Intentional or inadvertent stovepipes
  - Risk avoidance, worst case scenarios
  - ‘Rights’/’Personal Preferences’……privacy wrt calendars, don’t work from home, sharing w/Opnav, right to define ‘need to know’, status quo

This is Harder?

- When arguing “this is harder”
  - Is a specific step harder or the overall process?
  - If something is ‘different’ does that equate to ‘harder’
  - Do you take into account the overall benefits of:
    - Archiving, Search ability, Accessability, Lost Packages, Collaboration, Version Control, Potential for Process Improvement, Potential for Productivity Improvement
    - Is the Risk a ‘New Risk’ or just a similar risk we already live with wrt paper and e:mails?

80% SOLUTION

- 80% solutions means that 20% of the time you will be frustrated, forced to use workarounds and ‘business rules’, and unable to make different programs talk to each other. HQWeb and NMCI will be 80% solutions……but in long run, it is the right thing to do.

Comments I’ve Gotten So Far

- Need to cut DivDir Brief down to 30 min
- Cut out all the “need for change” slides
- Question: “Business Rules” vs “Web Rules of Road” vs “Web Rules”….need good name
- Question: Can I assume if I combine all the OUTLOOK rules into one slide that you will have discussed with your DivDirs?

HQ Web References

- Unclass: http://usn.hq.navy.mil or http://intranet.usn.hq.navy.mil
- Siprnet: http://usn.cno.navy.smil.mil
- Quickplace Summary: http://quickplace.hq.navy.mil
- Get to Taskers and Knowledge Portal via Mission Page
- Help Desk: 1-800-420-7302, helpdesk@rgsinc.com

N6 HQWeb Division Reps Problem Solvers

(Also referred to as 'Division Content Coordinators')

- N60: Del Taylor, LCDR White
- N61: Mike Minahan
- N62: Jeff Schwieger
- N63: CDR Pettigrew
- N64: CDR Feza Koprucu
- N6T: PNC Cooley
- N6C: LCDR Kristin
- N6E: Jerry Stettler, David Wegner
- N6K: Mary Chervenic
- N6M: John Moore
- AUSCANZUKUS: LT Woodward

1st line of defense: Go-to people in your division

Goal

- Where are we today w/HQWeb?
- Where do we need to go in CNO N6….The Plan.
  - Is change required?
  - What change?
  - Specific CNO N6 HQWeb & OUTLOOK Business Rules
  - Specific CNO N6 Processes
- Start Executing the Plan
  - Training, Move Content, Expand Tasker Universe

The Stages of Change

- Organization must evince widespread dissatisfaction with the status quo.
- Someone must develop a vision for the future and plan to get there.
- There must be a real willingness to take on resisters, the most dangerous of which are the ones who give the “kiss of yes”
- Consolidation phase is time for measurement and rewards based on an honest assessment of what’s working and what isn’t.

Planets Coming into Alignment

- NMCI & IT-21
- PKI, CAC
- Enterprise Document Software (HQWeb, Livelink, VPO, WingSpan)
- Broadband (Home and office)
- Password Mgt
- Hardware (GHz chips)
- XML, MS XP & .NET
- Task Force Web (Standards)
- IT Governance
- Convergence of Applications

SHIFT IN FOCUS: <u>People</u> and processes (vice technology) are becoming the <u>critical path</u> to revolutionary change. Status Quo is unacceptable in the new, high-powered web environ.

N6 Mission/Vision

- **Mission**: **Lead the transformation of Navy people**, processes, and technology within our warfare domains of space and cyberspace.
- **The Fleet**: Our customer is the Fleet. At the leading edge of joint, allied, and coalition teams, **the Fleet's operational experience informs our every action**, and satisfaction of Fleet warfighting requirements is our preeminent goal.
- **People**: People achieve goals by **using tools provided by technology to transform data into information and information into action**.

HQWeb is opportunity to put N6 Vision into practice.

N6 Mission/Vision

- **Processes**: We partner with our stakeholders —the Fleet, the SYSCOMs, our Sister Services, Defense Agencies and industry—to extract the greatest combat capability for the least cost. We align our organization and processes with our goals. We employ best business practices and use performance measures to demonstrate our progress in achieving them. **We continually adapt our processes to leverage the capabilities afforded by the rapid evolution of technology**.

N6 Guiding Principles

- We’re not here for the money.
- Everyone is responsible for creating the future.
- **Flexible, adaptable, responsive processes are the prerequisite for a flexible, responsive, successful Navy.**
- Our professional relationships are characterized by honest, integrity, trust, and respect.
- We set clear, measurable goals, and hold ourselves accountable for achievement.
- **We believe in the power of teamwork, knowledge sharing, and mutual respect.**
- Our customers define our success.

HQWeb is opportunity to put N6 Vision into practice.

21st Century Corporation

- "The 21st century corporation must adapt itself to management via the Web. It must be predicate on **constant change, not stability**, organized around **networks, not rigid hierarchies**, built on shifting partnerships and alliances, **not self-sufficiency**, and **constructed on technological advantages**, not bricks and mortar."

HQWeb Demo

Scenario: Action Message comes into CNO N6

HQWeb Toolbag: Libraries, Search Engines, Directories, Taskers, Reports, E:mail notifications

Tricks/Business Rules: Bookmarks/Favorites, Content ‘Transition File’, making Taskers Your Default Screen, Importance of Naming Rules

What is OPNAV HQWeb?

- Unclassified and SIPRNET
- **!!Search Engine** (Knowledge Portal)!!
- Document Library
  - OPNAV Library (PW Protected) vs Public Library
- Directory, Links, Calendar, What's New
- Taskers
  - External Taskers (**High visibility**, Multiple People)
  - Internal Taskers (**Low visibility**, limited use)
- Quickplace (Stovepiped, not searched)
- FLAG Web
- NAVSEA Livelink, SPAWAR VPO, NAVAIR Wingspan

HQWeb

- What it does do
  - Archiving
  - Search (not from portal yet)
  - Prevent lost packages
  - Speed
  - Multiple Attachments
  - Web enable
  - Automatic Reports
- What is Does NOT Do
  - Interface w/OUTLOOK Taskers
  - Allow simultaneous division Action Officers
  - Purpose Codes
  - Front Office Routing
  - Cross-directorate Tasking (1 Sep)
  - Interface outside of OPNAV

HQWeb Taskers

Brief to VCNO on HQWeb:

Status of Using Taskers in OPNAV

- N1 – 0
- N2 - 0
- N3/N5 – 643
- N4 – 29
- N6 – 70
- N8- 42
- N8 - 42
- N091- 10
- N093 – 0
- N095 – 7
- N096 – 35
- N097 – 2
- N09B - 3

CNO N6 effort has been limited so far to only a very small subset of taskers, expect 1000% increase in near term.

CNO (ADM Clark): “If you are not adding content, then what are you doing?” JO All Hands Nov 2001.

HQWeb **Tasker** Division Reps (Who in Division Gets Notified 1st? Who is assigning Lead AO?)

N6: Story, Mills

N60: Kubow, Mulé

N61: Shaw, McGhee

N62: Smith, Vormborke

N63: Gamble, Copelof

N64: Romano, Mitchell

N6T: Rogers, Cooley

- N6C: Tylicki, Liepelt
- N6E: Craddock, Oliver
- N6K: Martin, Sass
- N6M: Bump, Weatherly
- TENCAP: Van Meter, Gardner

CNO N6 Business Processes

What generates tasking? (N6B: Should we do in phases?)

- Mail to Cooley
- Incoming Messages
- Incoming P4s
- Incoming E:mails
- Incoming phonecalls
- Fleet N6 Action Items
- C4ISRT day Action Items
- 1st/3rd Tues VTC
- VADM Mayo/Dominguez/Story Actions
- Joint Staff Actions
- DIVDIR Actions
- Admin (Fitreps, Retirements, Farewells, checkins)
- Conference Rm Sked
- CIMS

Examples of Content

What content does N6 generate?

- N6 Bi-Weekly Highlights
- C4ISRTS Days
- Duty Officer Summaries
- IT-21 Matrixes
- Deployment Plans
- BAM
- SECNAV Waivers
- Briefs prepared for N6/N6B/DivDirs
- Briefs given to N6/N6B
- PPBS Products
- Recurring conferences

Business Rules: Why do we need them?

- <u>If its not broke, why fix it?</u>

AOL, Yahoo, etc have thousands of people who expend man-years of effort enforcing business rules on content so it is usable. It doesn't happen by itself.

  - In a Web environment, new rules are necessary that MUST be learned/accepted and implemented by everyone. We don't have the luxury of hiring an army of contractors to fix it for us. These 'new rules' don't exist in the back of some book.
  - Questions: How do we enforce? Where is QA?

Business Rules Guiding Principles

- Stovepipes should be avoided at all costs and risks
  - Mark it Pre-decisional, we are all the same Navy
  - Embrace risk….must be dissatisfied w/status quo
- The future of Revolutionizing how the Navy does business has shifted from the technology to People
- Attention to Detail to Business rules and consistency makes a difference when your audience is the entire Navy
- If the Flags and O-6s don’t use, then their staffs won’t use.

CNO N6 BUSINESS RULES

Rules of the Road for HQWeb, Outlook, and MS Office required for driving the Web Superhighway

The rules don’t currently exist in the back of some book, we must write them ourselves, try something, then see what works.

Business Rules

- **File and Subject Naming (All programs)**
- ALL ‘names’ WILL:
  - Include date
  - Put KEYWORD in Front (Mayo Action, Action, FYI)
  - Use English
  - Who has lead action, due date, etc as appropriate
  - Annotate Subj: with “New Highlight 22 JUN 01”
    - Note: If you go to copy a HQWeb file, it will fill those spaces with “+”, HTML conversion issue
- Example: N6 Biweekly Highlight 22 June 2001
- Justification:
  - Content uploaded into HQWeb uses the ‘file name’
  - Search Engine results use Subj name
  - Sorting through e:mail requires better use of Subj names, libraries sort on first word

Business Rules

- **Tasker Comment Block**:
- MUST be updated with specifics
  - Who, what, where, when, why
  - How ‘big picture’ action was completed
  - If only intermediate step done….insight into what next steps are
  - Put most important and most recent info at top of comment block…that’s where tickler gets status.
  - EXAMPLE/WHAT TO AVOID: ‘Review complete’, ‘response attached’.
  - EXAMPLE: N62 review complete….require N6T to print out routing package and fwd to N6B, N6A for chop and VADM Mayo for signature. RTN to N62 (Butorac).

Business Rules

- **<u>RULE: Preventive Maintenance MUST be done by Divisions and must be Proactive</u>**
  - New people, people transferring
    - Keeping directories up to date
  - Links on Mission Pages, Related Links
  - Business Rules being followed
    - Naming, Tasker Comment blocks, etc
- Problems must be flagged and fixed by whoever finds them…..everyone responsible.
- The difference between ‘world class’ and ‘sub-par’ is attention to detail.

A frustrated user holds the entire CNO N6 organization responsible

Business Rules

- **Which Library**?
  - *******UNCLASS OPNAV LIBRARY (Opnav password)******
    - Put Unclass documents here
    - ISSUE: But this is a STOVEPIPE!!!!! (80% solution)
  - UNCLASS PUBLIC LIBRARY
    - Subject to Security Rules on Public Web Sites (see b/u slide)
    - Risk Mitigation: Send documents to Mulé for review and they will post
  - *****SIPRNET PUBLIC LIBRARY*******
    - Put Classified documents
    - Option for documents needing visibility to Fleet
  - SIPRNET OPNAV LIBRARY (Opnav password)
  - QUICKPLACE SITE (Quickplace Site-specific PW or can be Open site)

RULE: For CNO N6, the critical mass of content will be the Unclass OPNAV library and the SIPR Public Library…..Avoid Stovepipes!

Business Rules

- **Who can enter new External Taskers**?
- **RULE:** In CNO N6, New External Taskers will be entered by Cooley, Rogers, Mulé, Hook, Taylor, Story, Teates, Mills, or Crum.
  - After training, will be expanded to include Admin Support (Ellis, Johnson, Henson, Preziose, Ward, Sampere, Mead, Greene)
  - E:MAIL Notifications: This group gets notified when the Lead Division marks “Division Complete”
- Anyone in CNO N6 who has NEW External Taskers should fwd them to Cooley/Mule’/Taylor/Rogers so they can create. If this method is unresponsive, then we will re-evaluate.
- Question: Why not the DivDir and B?

Business Rules

- **Using External vs Internal Taskers**
- **RULE:** External Taskers shall be used for all taskers except in isolated cases where one-on-one, low visibility stovepipe is justified (Fitreps, personal actions).
- Discussion: Internal taskers have lots of cons:
  - Not seen by anyone except people listed by name or people in the ‘creators’ division
  - Can only add people one at a time
  - Difficult to delegate (need to add person to tasker)
  - Doesn’t show up on spreadsheets, more difficult to manage big picture
  - Stovepipes information and content

Business Rules

- **<u>When is “Directorate Complete”?</u>**
- **Rule: Only CAPT Teates, CAPT Story and those delegated by them will mark the “Directorate Complete” box.**
  - Comments block must justify
  - If action is kept open until CNO/SECNAV sign folder, PNC Cooley will change DUE DATE and annotate comments block

Business Rules

- **Marking “AO”, “Branch”, “Division” Complete**.
- RULE: Only the LEAD AO, LEAD DIVISION WILL mark the check boxes at top.
  - All other divisions should just make comments in comment block when their reviews are done and consider annotating SUBJ line.
  - Branch Head level intentionally not there. If you want Branch Head chop, then put them in as AO and ‘submit’ and put comment in comment block.

Business Rules

- **Taskers: Classified vs Unclassified.**
- **RULE:** External Taskers should use the UNCLASS side unless the action is classified or will likely become classified when response or additional attachments are added.
  - Creating taskers on Siprnet side creates a stovepipe in that most of CNO N6 and Navy operate on Unclass side and that people cannot easily access HQWeb from home/TAD if on Siprnet side.
  - Issue: Most people in N6 review their message traffic on SIPR which captures both unclass and classified messages.

Business Rules

- **<u>Taskers that Require Signature by Mayo/Dominguez. Who Prints Out, Gets Signed and Scans.</u>**
- **<u>RULE</u>: The Lead AO is ultimately responsible and must proactively keep questioning attitude**
  - N6T will print out and put in a routing folder for N6/N6B, but this must be coordinated by AO and specific comments made in Tasker Comments Block (Just marking “division complete” is NOT SATISFACTORY).
  - Every tasker is different, it depends on Lead AO to coordinate with the Requesting AO.
  - Question: How is it done now? Typically a paper routing folder gets generated by AO that gets routed up chain and then returned to division.

Business Rules

- **Moving Content from C:, H:, O: to HQWeb**
- **Rule**: All CNO N6 users will review all content on the C:, H: and O: drives
  - **Move it to HQWeb or delete it. Shared drives are a stovepipe that should be avoided. Exception is work that is actually being actively worked.**
  - **If it is pre-decisional, put 'pre-decisional' or 'draft' in the subject**
  - **Must follow N6 business rules on naming files, naming subjects, combining like files in one HQWeb document**
- **CNO N6 GOAL: Start after training and everyone finish NLT 30 SEP 2001.**

Business Rules

- **Migration of Content from Legacy N6 Web Sites to HQWeb.**
- **Rule:** Legacy sites should be reviewed and as applicable, appropriate content moved to HQWeb
  - N6 Legacy Web Site
  - N6 Conference Legacy Web Site
  - AUSCANNZUKUS Legacy Web Site
  - NG5 NATO Legacy Web Site
  - Various Forum Tickers
    - C4ISRT Days
    - DivDir Internal Ticklers
- !!!!!!DO NOT intend that these legacy sites be dis-established in near-term, only that they be reviewed for currency and content!!!!

Business Rules ****Expect Discussion***

- **Shared Drives: What content gets moved?**
- **Guiding Principle:** Stovepiped content needs to be avoided at all costs, even if it incurs RISK. RISK incurred by ‘information sharing’ needs to be embraced.
- **RULE**: Move it to HQWeb or delete it. If it is pre-decisional or draft, annotate it as such.
- Examples: Final products, pre-decisional products, point papers, issue papers, briefs.

Business Rules

- **RULE: Adding New Documents..Minimize the Clutter in the Libraries by combining similar content**
  - Combine like items into one HQWeb Document (ie N6 Bi-Weekly Highlights (New Highlight added 7 Jul 01))
  - Making SUBJ descriptive of latest update.
  - Don’t continuously delete document and create new documents
- Advantage: Less disruption of links to recurring content.

Business Rules

- **Archiving Documents: Default is 18 months.**
- RULE: Need to think ‘big picture’ and pick an archive timeframe that makes sense.
  - Options are 2 weeks, 3 months, Permanent. SEA 09B adding 18 months, 2yrs, 3yrs options.
- RULE: Division HQWEB Reps need to look at Libraries and identify items that are out of date.
  - Archive files get put on a different server. While still searchable, they don’t visibly show up in Libraries.
  - Combination of Content Coorinators, All Users effort

Business Rules

- **Elimination of Stovepipes. Quickplace sites, like shared drives, create stovepiped information.**
- RULE: Quickplace sites have responsibility to move content to HQWeb Libraries.
  - Periodically audit Quickplace sites to see if this is happening.
- RULE: Quickplace sites will periodically be tasked to ‘justify their existence….why can’t they be transitioned to HQWeb?”

Business Rules/OUTLOOK

- **N6 Conference Room Scheduling**
- Discussion: Conference rooms are split between Sipr and Unclas, inconsistent naming. Must physically walk around to schedule a conference room.
- RULE/RECOMMENDATION:
  - Transition all conference rooms to Unclass
  - Give consistent, easy to find, descriptive names
  - Scheduling authority to be consolidated by N6T
  - Rooms are considered CNO N6 assets, not divisional assets

Business Rules/OUTLOOK

- **E:MAIL Subject Line**.
- **RULE**: Subject Lines of E:mail need to provide enough detail to allow users to pick out importance. Consider words like ACTION FOR ( ), MAYO ACTION FOR ( ), URGENT ACTION, Info for ALL N6, Action for ALL N6, DUE NLT.
- **RULE**: When forwarding a long e:mail trail, update subject lines so person knows what changed (Mule' Feedback 7/12….SUBJ:)

Business Rules/OUTLOOK

- Personal Calendars in OUTLOOK
  - WILL be kept in UNCLASS OUTLOOK to reflect significant absences from desk and updated approximately Weekly
  - WILL give Read-only ‘reviewer’ Rights to ALL N6
    - Right click on Outlook shortcut bar… properties..permissions.
  - DIVISIONS will keep “DIVISION GROUP CALENDER” to consolidate LEAVE/TAD and Major Items of interest to ALL of DIVISION
    - In N60, we use the secretaries calendar. When you add LV/TAD to your own calendar, invite the secretary.
    - Option: Have N6K generate a “Group Calender Acct”

Business Rules/OUTLOOK

- **RULE: Out of Office Assistant WILL be used for extended absences from office (more then one day) and will include POC info**

Business Rules/OUTLOOK

- **<u>OUTLOOK Inbox</u>**
  - All N6 Personnel will GRANT “View Only” rights:
    - To USERs Supervisor
    - To USERs Backup(s)
  - Supervisors will give their subordinates “Reviewer/read-only” rights to their mail box (at a minimum, DivDirs provide rights to their Branch Heads.
- “N6 Principles: Flexible, adaptable, responsive processes are the prereq for a flexible, responsive, successful Navy”…eliminate stovepipes.
- “Rights” to privacy must be balanced with fleets ‘right to speed of service’ and taxpayers right to productivity.

Business Rules/OUTLOOK

- **RULE: Meeting Announcements and Hail/Farewells should use OUTLOOK Calendar Features (vice e:mails)**
- **RULE:** "Accept or Decline", but Do NOT respond unless it provides "value added" to originator….don't generate unnecessary e:mails
- Discussion: Allows to quickly get "who is attending numbers", Allows changes in time/place to be updated in calendar automatically. Should have critical path (ie VADM Mayo) initiate item.

Business Rules/OUTLOOK

- RULE: Don’t use REPLY TO EVERYONE unintentionally……Do not generate unnecessary e:mails
- Discussion: Originators should be able to ‘justify value-added’.

Business Rules/PHONES

- **RULE: Extended Absence Greeting will be used when out of office more then 1 day and include a POC who is backing you up.**

Metrics

Question: Who will do?

- Attendance to Jul/Aug Training
- PC Setup checklist completion
- Migration of Files fm C:, H:, O: drives to HQWeb
- Migration of Legacy Web Site to HQWeb
- Snapshot adherence to business rules
- Quickplace sites (#, age)
- OUTLOOK Migration
  - Conf Room Sked
  - Calendars available
  - Inbox Access

Actions for LCDR Mulé

- Schedule 5 sessions of N6 directorate training
- Smooth and promulgate Business Rules, cover at training
- Make a baseline metric of (Shared drives, web sites)
- Generate Spreadsheets for “Process POCs” and “Recurring Content POCs”
- Draft Proposed e:mails for Mayo, Dominguez to send out

Actions for DivDirs

- Division attendance to Training
- Support Business Rules
- Support configuration of PCs (Work, Home, Laptops)
- Identify Recurring Content and Assign POC
- Review Categories, look to consolidate, make more user friendly, eliminate redundancy

Final Thoughts

- The Division Directors and “Bs” set the tone for the directorate.
- Silence, the “kiss of yes”, or water-cooler dismissiveness will kill this effort.
- Change from the Status Quo will result in risk, new/different business practices, iteration, unfamiliarity, unwanted visibility….We need to embrace this risk.

Conclusion

- Focus your energy and leadership skills on the PEOPLE and PROCESSES
  - Make entering argument that HQWeb software is static…..need to make what exists work
  - Embrace Risk, Information Sharing, Visibility, Innovation
  - Questioning Attitude……Emphasize that Lead Action Officers and Division Tasker Coord need to ask “Did this get to the intended person”?

Questions/Comments?

Go Around Room, Let Each DivDir Comment

Backup Slides

Before Posting to Publicly Accessible Site, Verify

- Not Classified
- Not Privacy Act Sensitive
  - SSN, Birthdate, Home Address, Home Phone
- For Official Use Only (Protected under FOIA)
  - Sensitive military ops, movements, locations
  - Names, ranks, orgs of people stationed overseas
  - Proprietary Info
  - Pre-Decisional Info that could jeopardize govt interest
  - Security Classification Guides
  - Copyrighted Material
  - Other (medical, law enforcement, financial)

TOP TEN THINGS

- Must “log-in” to Knowledge Portal
- Inside/Outside Firewall
- Favorites/Bookmarks
- What Generates a Tasker E:mail
- File Naming (Date, 1st Word, Key words, English)
- Message Content box gets truncated
- “Upload to HQWeb Folder”
- Tasks COMMENTS BLOCK
- External vs Internal Tasker
- Where to put documents? OPNAV Lib or Public Lib… Unclass or Class?

N6 Categories

- Administration, ASD(C3I), ATDLS, AUCANZUKUS, CIO, CNO Organization, Combat ID, Command & Control, Congressional, DISA, DMS, DON CIO, EHF SATCOM, Flag Briefs by N6/N6B, N6 Conference, GCCS, HQMC, Info Assurance, Info Warfare, IO Training, IT-21, IW Attack, Mission Planning, Modeling and Sim, Spectrum Management, Strategic Planning, Surveillance/Nav/Environmental Programs, Targeting, TENCAP, Terrestrial Networks, TMIP, UHF SATCOM
- ISSUE: Is there redundancy? Combine CIO? Meet Quarterly to review Categories?

Checklist for Each PC

- Attach Sticker with sites, help number
- Create “Upload to HQWeb Folder”
- Favorites Bookmarks
- Verify Personal Data
- Verify Area of Responsibility
- Make HQWeb Taskers the default page
- Verify using IE
- OUTLOOK
  - Access right to Calendar to ALL N6
  - Access rights to Inbox to ‘backup’, ‘supervisor’
  - Out of Officer Manager

OUTLOOK Business Rules

- Meetings will be schedules using calendar feature
- All N6 Conference Rooms will be moved to UNCLASS, given a consistent naming convention
- Out of Office Asst will be used if out of office more then 1-2 days
- View-only rights to calendar to ALL N6
- View Only rights to “inbox” to your backup, your supervisors
- Significant meetings, and out of office times will be documented in Calendar

PMS for Content Coordinators

- Monthly
  - Verify people, e:mail addressed, Area of Responsibilities
  - Verify links on you Mission Pages
  - Spot check Division Library Entries
  - Recurring content: Proactively route and get feedback that POCs for recurring content have updated that content
  - Are Business Rules (File naming conventions) being followed?

Changes N09B is Working

- Editing Tasker Attachments in place
- Auto Generate DCN #
- Front Office Routing
- Lead Code Confusion
- Display “last edited”
- E:mail link option both intranet and not
- Biography Guidelines
- Deleting a User, making an alumni
- Add Rank and e:mail address to directory
- Quickplace directory
- Logout button
- Archive Default Option

Summary of Products

- N6 Training by LCDR Mule’
  - One-on-one with N6, N6B
- Formal Business Rule Acknowledgment Sheet, covered at Training
- Formal PC Checklist with signoffs (Work, Laptop, Home)
- Survey?
- Metric Snapshot
- Recurring Content Matrix
- Process Leads/Status Matrix

Communication Strategies

- E:mail from N6 to All N6 stressing importance of change
- E:mail from N6B to ALL N6 stressing Mission/Vision
- Next N6 Off-site (15-25 min discussion) (Tentative 3 Aug?)
- Monthly Metric Snapshots
- Post Info on N6 HQWeb Front Page
- Brownbag Lunches Weekly by LCDR Mule’
- Divisional Meetings w/LCDR Mule’ in attendance
- Mule’ Attend Tues DivDir Meeting to Answer Questions/Report HQWeb Status

Business Rules

- Scanners. Currently scanners exist in Pentagon (Story and Crum) and NC1 (Locke and Taylor). Requesting scanner for Bill Hook. NMCI price $49/mo.

Known Problems

- Replication
  across firewall

Business Processes

- What to do if multiple redundant entries?
- Unclass vs Classified
- People who loss SIPRNET on desk

FAQs

- Who do I call?
- How do I add “Monthly Highlight to Mission Page”
- Scanners

Future:

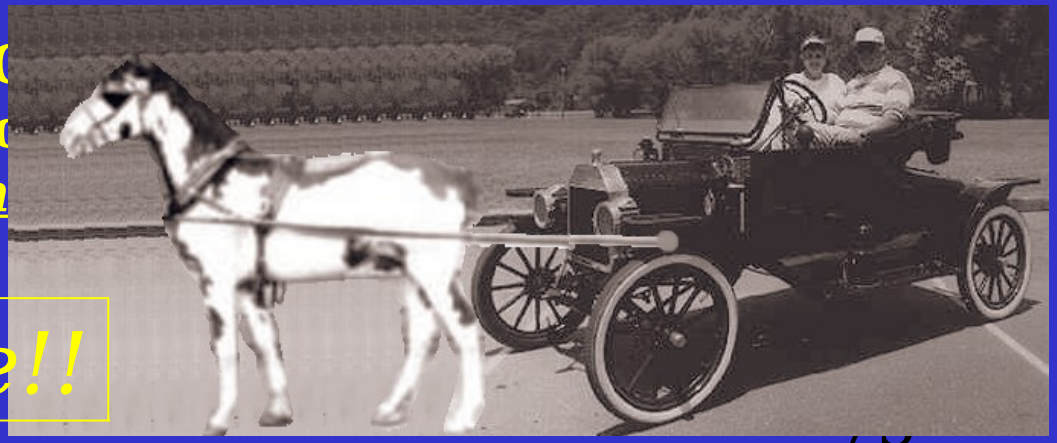
Are we willing to do what progress requires?

< Where we are now.

Where WebTasker is no

< The Vision of Where We Are Going

Trying to Use The Same C
Processes with New Too
is the wrong way to do th



We must change!!

….And another view….

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Final Quotes

- “The histories of transformation and revolutions in military affairs are full of examples of senior leaders who recognized a good thing but who vainly attempted to institute the new idea into an old and familiar network.”
- “Warfare in a network-centric environment will be different than in the past. The speed at which decisions must be made will increase the need for decentralization of that decision making will become greater.”
- “Embracing network-centric warfare will take guts to overcome the fear of relinquishing control.”

Culture of Risk

- “Economics, not politics. Business, not organization. Build an ass-kicking culture, not an ass-kissing one. In the world of future wealth, everyone inside an organization is also outside, subject to marketplace forces. That’s as it must be.”
- “Now everyone—regardless of rank, location, or time—can have access to the same information. This flattens hierarchy and shifts power to the periphery (i.e. customers and non-employees).”
- “Without a culture of risk, an employee won’t connect with the guy in the next cube, let alone the customer across the world.”

Questions to Ask Yourself

- Do you have Broadband Internet at Home?
- Do you have accounts on SPAWAR VPO?
- Have you taken a Navy E-Learning Course (NETg, etc)
- Have you gotten your LES from EMSS?
- Do you use Netmeeting/Sametime?
- Have you used the CaS Hub?

CHAT ROOMS: CVBGs have dramatically changed how they fight, voice radios and message traffic have been replaced with chat rooms and web pages.

Culture of Risk

- "'Inter' matters more then 'Intra'. Intranets are designed to link internal employees with one another and grow an organization. Extranets link people across organizations and grow business. The Internet resolves the conflict, linking the smallest and largest players, and erasing the boundary between inside and outside. Doing business within your firm may be riskier then doing business with the outside world. Lets face it: Without a culture of risk, an employee won't connect with the guy in the next cube, let alone the customer across the world."

Culture of Risk

- “The problems are indeed complex. The answers are not in anyone’s books. It is common sense to take a method and try it. If it fails, admit it frankly and try another. But above all, try something.”
- “Like prisoners in a dungeon too long, we want to get out, but the prospect frightens us. We have grown accustomed to a static system in which no one, including us, has to take responsibility.”
- “Process has become the invincible secret weapon of the status quo.”

Success at General Electric

- “Doing business electronically has cut costs such as paperwork and saves time, adding to profit.” “We are seeing costs of transactions decline tenfold.” “By web-enabling the process, we’re seeing opportunities to cut costs 20-40%, and that’s in near term.”

Who is the Mulé Guy?

- LCDR Paul Mulé
- 1120 Submariner, Mechanical Engineering, Masters Engineering Mgt
- 3 yrs COMSUBPAC Current Ops
- 4 yrs NAVSEA SEA 92T
- 8 mos CNO N60 (Bi-Weekly, C4ISRT Days, SECNAV Waivers, HQWeb)

My Goal/Agenda: Use 19 yrs active duty, and last 8 yrs of pushing thousands of messages, routing folders, shipalts, etc in paper, Keyfile, etc and make a difference here in CNO N6 and OPNAV…….its not the software, it's the people and attention to detail.

What is HQWeb?

- N6 Division Director Take-Aways
  - The software does not solve business process and people problems
  - Its is an 80% solution
  - Don’t be surprised if DoD or DoN converges on a different software
- CONCLUSION: Time and effort expended now in making our CNO N6 business processes/rules more robust will pay-off regardless of the software.

I Hate Change

- Nobody likes change when it’s something that is done to us.
- But change that we think up or embrace on our own is different, that kind of change we never get tired of.

Risks

- LCDR Mulé is time-shared between N60D (Pacflt Liaison), N60G (Gapped Branch Head Billet), and HQWeb.
- Visibility
- Security
  - Personal info (home addresses, family names, deployed ships org charts)
  - Unclass sensitive information

Comment on Security

- What is the classification if all the U.S. Navy's unclassified information is available through one portal/search engine?
- We may be our own worst enemy: More damage to the U.S. National Security that prevent the sharing of the U.S. Knowledge Base between everyone in DoD by losses in productivity and synergy then could ever be done by the enemy.

What if We Do Nothing….Status Quo?

- The world won't end, the crises will get solved
- Stovepipes will be created in HQWeb just as they exist in paper, e:mail and shared drives
- Usability of searches will become less and less useful as more documents get added
- The chaotic nature of our "shared drives" will be recreated in HQWeb
- The Fleet Customers will continue to be isolated outside our organization and processes

Nobody likes change when it is done to them. But change we think up or embrace we never get tired of.

Quotes from the Floor

- I don’t want people to be able to find me in a web search.
- This is just like KEYFILE.
- I don’t want to be able to check my inbox from home or TAD.
- I don’t want N7# or N8 to know what I’m working on, they are the enemy…they are competing w/me for promotion.
- This is more work, why don’t we just do it in paper like we’ve always done.
- If only the software could do this (passwords, e:Mail notifications to branch heads, etc)

Other Initiatives Going On

- Task Force Web
  - Standards, XML, and Portal to allow stovepiped Syscoms and Echelon II to converge
- Task Force Papa (Central Tasking Authority)
- IT Governance
- DoN CIO Application Convergence Working Group
- OPTASK IM

The CNO and VCNO are pushing to make things happen sooner vice later……..everyone will feel impact in Fall 2001.

What HQWeb is NOT!

- It is not a 100% solution.
- It does not solve your business process problems.
- It is not TF Web (XML and Web Standards)
- It is not TF Papa (OPNAV Business Process Standards)
- It is not DoN CIO “Convergence Effort”

N6 HQWeb Taskers

- External Taskers
  - Only “front office” can generate (Story, Teates, Rogers, Cooley, Taylor, Mule’, Hook, Crum, Mills)
  - Visible to everyone in N6, in OPNAV
  - Automatically generate Reports
- Internal Taskers
  - Anyone can generate, but only the people who are individually

Other Issues

- **<u>Admin Asst Function</u>**
  - Will not be hiring in admin assistants as people leave N6. Future CNO N6 business processes need to take this into account.

Questions for Mr Dominguez

- Do we wait to get VADM Mayo okay or go ahead and brief to DivDirs as soon as possible?
  - Who needs to get briefed before DivDirs? (CAPT Story? VADM Mayo?)
- Point Paper on giving Fleet N6s HQWeb Accounts (Politically sensitive)
- Do you want anything briefed at the next Off-Site (6 Aug)?
- Do you desire any one-on-one training?
- Key Questions that need Command Support:
  - Its not harder, its different
  - Risk associated with sharing info
  - Focus on People and Processes (not on changing the software)